

# RetireeNews



Cover Story

**Coming Soon:**  
A New and Improved  
myMOSERS

Life Planning

Worry-Free  
Summer Travel

Retirement & You

Tips From an  
Educator

Coming Soon!  
*my***MOSERS**

New  
&  
Improved!

## Board of Trustees

Crystal Wessing - Chairwoman  
Jenny Jacobs - Vice Chair  
Senator Rusty Black  
Representative Dirk Deaton  
Gary Findlay  
Joe Keifer  
Treasurer Vivek Malek  
Representative Don Mayhew  
Gary Metzger  
Senator John Rizzo  
Commissioner Ken Zellers

## Executive Director

Abby Spieler

### Office Hours

Monday–Friday  
8:00 am–12:00 pm  
1:00 pm–4:30 pm

### Contact

Toll Free: (800) 827-1063  
In Jefferson City: (573) 632-6100  
Fax: (573) 632-6103

#### Automated Phone Options

- 1 Benefits
- 2 MO Deferred Comp
- 3 Investments
- 0 Operator

### Visit

907 Wildwood Dr  
Jefferson City, MO

### Mailing Address

PO Box 209  
Jefferson City, MO 65102-0209

### Email

[mosers@mosers.org](mailto:mosers@mosers.org)

### Relay MO

711 (Voice)  
(800) 735-2966 (TTY)

*RetireeNews* is published by the Missouri State Employees' Retirement System. Contact us to obtain this publication in an alternative format.

Stock photos are used in this publication and are chosen for illustrative purposes only; they do not imply any particular attitudes, behaviors, or actions on the part of any person who appears in the photographs.

Chief Communications Officer - Candy Smith  
Writer/Editor - Amanda Hake  
Graphic Designer - Mike Azar

## Contents

### BOARD CORNER

#### 3 Board Meeting Update

Read the latest updates from the May Board of Trustees meeting.

#### 3 Legislative Update

See the highlights from the 2024 legislative session.

### LIFE PLANNING

#### 4 Worry-Free Summer Travel

Learn more about the Travel Assistance Program and convenient mobile app.

#### 5 Save Time and Schedule Your Visit in Advance!

Schedule your appointment in advance to meet with a MOSERS benefit counselor.

### COVER STORY

#### 6 Coming Soon: A New and Improved myMOSERS

We are excited to announce upcoming enhancements to myMOSERS!

### NOTEWORTHY NEWS

#### 7 Keep Your Account Secure

The security of your pension and personal information is our top priority.

#### 8 Pensions Have a Significant Positive Economic Impact

Nearly 90% of MOSERS' retirement and survivor benefits remain in Missouri.

#### 9 What is the COLA and how does it benefit me?

Find out how cost-of-living adjustments help your benefit keep its value.

### RETIREMENT & YOU

#### 10 Tips From an Educator

Lisa Campbell, our education outreach coordinator, shares her tips for retired members.

#### 12 Benefit Payment Schedule

Need a reminder about when MOSERS makes payments? Find it here.

## Connect With Us On Social Media



[facebook.com/MOSERSRetirement](https://facebook.com/MOSERSRetirement)



[mosers.org/rumor-central](https://mosers.org/rumor-central)



[linkedin.com/company/mosers](https://linkedin.com/company/mosers)



[youtube.com/MOSERSOnline](https://youtube.com/MOSERSOnline)

Make sure you receive your important benefit information now and in the future. Verify or update your mailing address, email, and phone number while logged in. Go to [mosers.org](http://mosers.org) and log in to [myMOSERS](#).



## Executive Director's Update

We held our annual Board Educational Conference on Wednesday, May 29, and our 2<sup>nd</sup> quarter Board meeting on Thursday, May 30.

Our Board Educational Conference assists in satisfying the requirements that Board members attend at least six hours of continuing education each year.

The morning program included a presentation about our deferred compensation program, which has now been available to state employees for 50 years. MOSERS took over the administration of this program in 2007. Since that time, assets have more than doubled, plan participation has increased from 70% to 84%, the average monthly contribution has increased from \$125 to \$200, and costs have decreased from 98 basis points to 24 basis points.

We are extremely proud of this program.

Next, the Board received a presentation from our external actuary on the MOSERS funding policy and key risk factors that could affect contribution rates in the future.

The afternoon education session included an overview of our information technology department and the controls we have in place to protect our IT systems and member data.

Next, we turned to investments. If you recall, the Board selected a new policy asset allocation at the February Board meeting. As part of the education, we reviewed the role of the different asset classes within the total portfolio, reviewed new performance benchmarks, and provided insight on how we intend to implement the new asset allocation. We will begin the portfolio transition on July 1, and expect for it to be complete in two years.

On May 30, the Board conducted the 2<sup>nd</sup> quarter Board meeting.

The Board heard updates from the Board Audit, Strategic Planning & Governance, and Investment Committees. We reported investment performance for the 12 months ending March 31, 2024, of 6.8% net of fees.

We wrapped up the Board meeting with a legislative report. The 2024 legislative session ended on May 17. No new legislation was passed this session that directly impacts MOSERS.

In regard to funding, the General Assembly authorized an appropriation to the Office of Administration to fully fund the state's portion of the annual employer contributions to MOSERS. This appropriation funds the MSEP retirement plans, the Judicial Plan, life insurance premiums, and long-term disability premiums for the upcoming fiscal year.

The General Assembly also appropriated money to fund the deferred compensation employer match of up to \$75 per month.

This meeting marked the final Board meeting for Senator John Rizzo, who will be leaving the Missouri Senate. Senator Rizzo has served on the MOSERS Board since January 2021. We thank Senator Rizzo for his service to Missouri and to MOSERS and wish him well in his new endeavors!

Thank you, and have a happy and safe summer!



Abby Spieler  
Executive Director of MOSERS

## Legislative Update

MOSERS is governed by the statutes of the state of Missouri, which means that any changes to members' benefit provisions must go through the legislative process and be signed into law by the Governor. The 2024 legislative session ended on May 17. No legislation was passed that directly affected MOSERS' statutes.

### Highlights from the 2024 session:

The General Assembly passed the FY25 appropriation bill on May 10. As it relates to the Office of Administration appropriation to MOSERS, the following was passed:

- \$776.9 million to fully fund the state's portion of the annual employer contribution rate.
- \$34.5 million to fund a deferred compensation employer match of up to \$75 per month (with a minimum contribution of \$25 per month).

For more information, view House Bill 2005.

The 2025 legislative session will begin in January 2025. You can learn more and follow bills potentially affecting MOSERS on our [Legislation](#) page.

The Governor has until mid-July to either sign or veto a bill passed by the legislature. If the Governor does not sign or veto a bill, it automatically goes into effect on August 28. However, if the bill has an emergency clause, it could go into effect at an earlier date.

## Worry-Free Summer Travel

*Planning a summer vacation? Make sure you're covered before heading to your destination.*

As a MOSERS retiree, you may have access to the Travel Assistance Program provided by The Standard Insurance Company. This program is available to members who have basic life insurance through MOSERS. If you have retained basic life insurance in retirement, you and your spouse are covered with Travel Assistance. The program offers coverage when you travel more than 100 miles from home or internationally for up to 180 days.

Travel Assistance is offered through group insurance products provided by Standard Insurance Company (The Standard). The service is provided by Assist America, Inc.

Travel assistance includes:

- 24-hour phone support with registered nurses.
- Emergency ticket, passport, and credit card replacement.
- Emergency medical evacuation, plus return travel for companions or return of dependent children during prolonged hospitalization.
- Connection to interpreters, consular office, and a local attorney.
- Pre-trip services, such as passport and visa assistance.
- And much more!

It's important to note that Travel Assistance is not a substitute for travel insurance.

Travel Assistance provides specific support services while traveling. With the easy-to-use mobile app provided by Assist America, you'll have access to various global emergency assistance services at your fingertips.

At MOSERS, we value your safety and well-being and understand that preparing for a trip can be stressful. We encourage you to take advantage of Travel Assistance and the peace of mind it provides. Plan your perfect vacation with confidence by accessing Travel Assistance today!

## Using the Mobile App

The app gives you access to a wide range of global emergency assistance services.

**Tap for Help.** Use one-touch calling to reach Assist America's 24/7 Operations Center.

**Voice over Internet Protocols (VoIP).** Avoid international phone charges by calling Assist America for free using a Wi-Fi connection.

**Pre-Trip Information.** Access detailed country-specific information to prepare for your trip.

**Travel Alerts.** Receive alerts for urgent global situations that may impact travel.

**Travel Status Indicator.** Use the GPS feature to know when you're eligible for services.

**Embassy & U.S. Pharmacy Locator.** Locate the nearest embassy/consulate of 23 countries and pharmacies near you (U.S. pharmacies only).

**Mobile ID Card.** Find your Assist America ID card conveniently stored within the app.

**Available in Seven Languages.** The app is available in English, Spanish, Arabic, Mandarin, Thai, Bahasa, and French.

**You can get the app by following these easy steps:**

- 1** Visit Google Play or the App Store
- 2** Find the Assist America Mobile App
- 3** Enter reference number **01-AA-STD-5201** and your name

See the *Travel Assistance Flyer and Service Overview* in our **Online Library**.

**Experience peace of mind and security that travels with you!**



## Save Time and Schedule Your Visit in Advance!

*If you're short on time and need to meet with a benefit counselor to discuss your MOSERS benefits, please schedule in advance!*

### Meet with us in person!

You can schedule an appointment in advance to meet with a benefit counselor in our office. This will result in a much shorter wait time and allow us to answer all your questions about retirement and life insurance benefits. Our staff is limited in availability. If you come to our office without scheduling an appointment in advance, you may have to wait for the next available time slot.

Scheduling an appointment is easy! You can contact us by calling (800) 827-1063 or (573) 632-6100. Our benefit counselors are always available to assist you over the phone or by email as well. All our forms can also be completed online or mailed directly to you for your convenience.

### How can we help you?

Our benefit counselors can:

- Print off benefit verifications while you are here.
- Update your banking information.
- Review and update your beneficiaries.
- Assist you with submitting a new tax withholding form.\*

And so much more!

Counselors are available to assist you from 8 a.m. to noon and from 1 p.m. to 4:30 p.m., Monday through Friday. Our office is open during the noon hour so you can drop off forms, but we also have a drop box outside our office available 24/7.

### Meet with us virtually!

We also offer a virtual counseling option delivered through Microsoft Teams. This makes it easy to connect one-on-one with a benefit counselor to obtain information about your MOSERS benefits, all from the privacy of your home.

If you would rather meet virtually instead of in person, just let us know when you contact us to schedule an appointment in advance.

*\*MOSERS staff does not provide tax advice and cannot advise you on how to fill out tax forms or your tax liability as it pertains to your MOSERS pension. We suggest you contact the IRS and/or a qualified tax advisor to determine your tax liability and withholding amounts.*



# rumor CENTRAL

We are happy to address any rumors you are hearing on our website through Rumor Central. Submitting your question about a topic on Rumor Central is a great way for you to stay in the know and to separate fact from fiction.

[www.mosers.org/rumor-central](http://www.mosers.org/rumor-central)



# COMING SOON: A NEW AND IMPROVED

## myMOSERS



Update Contact Info



Update Tax Withholding



Update Direct Deposit



Update Beneficiaries



Print a Verification of Benefits



### Features of the new myMOSERS

- Submit federal tax withholding changes online.
- Schedule an appointment with a MOSERS benefit counselor.
- Update your direct deposit information.
- Print a verification of benefits letter.
- Update your beneficiaries.
- Review your benefit information and payment history.
- Update your personal information, including address, phone number, email address, and communication preferences.

And more, all from your myMOSERS member dashboard!

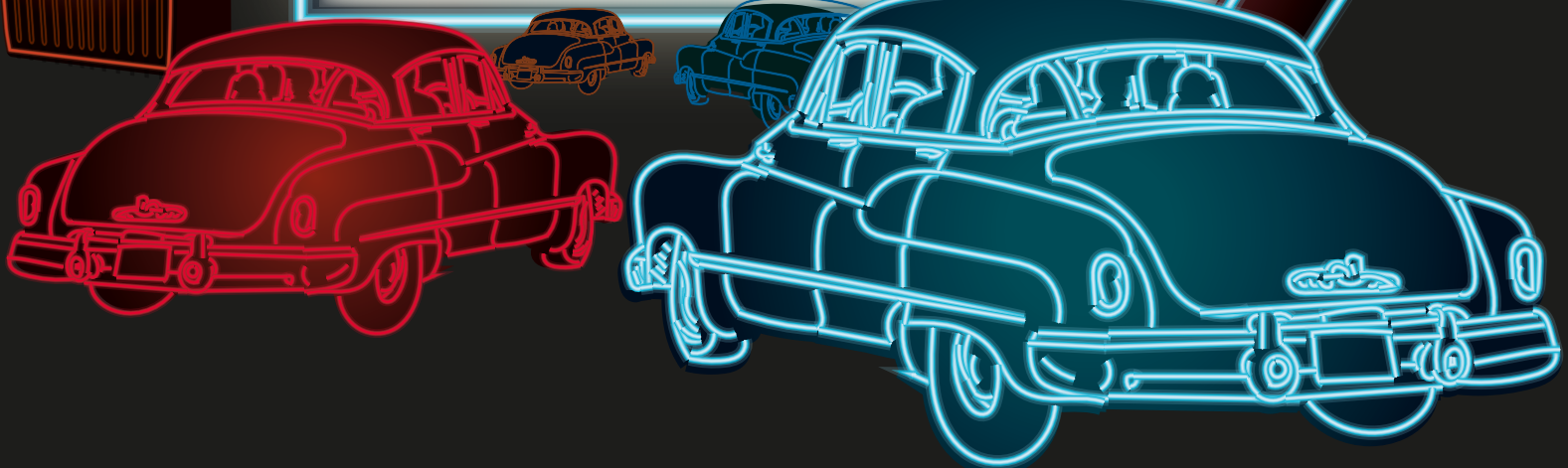
Our team is working hard to roll out the new myMOSERS, and we are looking forward to sharing it with you soon! Stay tuned for more details.

COMING SOON!

NEW AND IMPROVED!

We are excited to announce upcoming enhancements to myMOSERS!

As we prepare for this transition, we want to ensure that you are ready for the changes you might experience with myMOSERS. Your enhanced member dashboard will have a modern look and improved features, making it easy for you to navigate and manage your benefits.





*At MOSERS, we prioritize the safety and security of your pension and personal information. We have multiple measures in place to prevent fraudulent attacks and ensure that your pension and account information is always secure and protected.*

### **Secure Online Access:**

Log in to access your benefit information through **myMOSERS**, our secure online portal. This portal utilizes enhanced user authentication and helps protect against unauthorized access to your pension information.

### **Multi-Factor Authentication:**

To improve the security of your personal information, our new pension administration system will require multi-factor authentication (MFA) when you log in to **myMOSERS**. This means you will need to provide your password and an additional layer of verification, such as using an authenticator app or confirming your identity through a text message or email. We will provide you with more information as we get closer to rolling this out.

*Keep Your*

**A C C O U N T**

*Secure*

### **Security Monitoring:**

Our IT team actively monitors our systems, networks, and security processes to ensure they meet the highest security standards. By monitoring any potential risks, they protect your account and personal information.

**To keep your account secure, there are steps YOU can take in addition to the measures we have in place to protect your personal information:**

**Create Strong Passwords:** We recommend creating a strong and unique password for your **myMOSERS** login. Your password should be more than 15 characters long and include uppercase and lowercase letters, numbers, and special characters. It's important to avoid using the same password for any other websites that you might use. We suggest using a reputable password manager to create, store, and manage all your passwords. If you need to create an online ID and password for **myMOSERS** or haven't logged in recently, now is a good time to do so.

**Watch Out for Scams:** Be cautious of suspicious emails, text messages, or phone calls asking for personal or financial information. MOSERS will never request your sensitive information through email. Avoid clicking on links or downloading attachments from unknown sources, as they are likely phishing scams designed to steal your personal information. If you receive a message from MOSERS and are unsure if it's a phishing attempt, please contact our office, and we can verify whether MOSERS sent it.

**Be Alert and Report:** Remember, every time there is a login attempt on your **myMOSERS** account, you will receive an email notification. If you ever receive this email and are not actively trying to log in, please contact MOSERS as soon as possible. If you report unauthorized access, we will ask your permission to lock your MOSERS online account and work with you to investigate the login. The sooner you report, the better!

**Relax, Don't React:** If you receive an urgent message, relax, stop for a moment, and think. Ask yourself – Is this a normal means of communication for this person or organization? Can you look up the number or sender and call them to verify the request? – Always verify the source of any email or message that you receive.

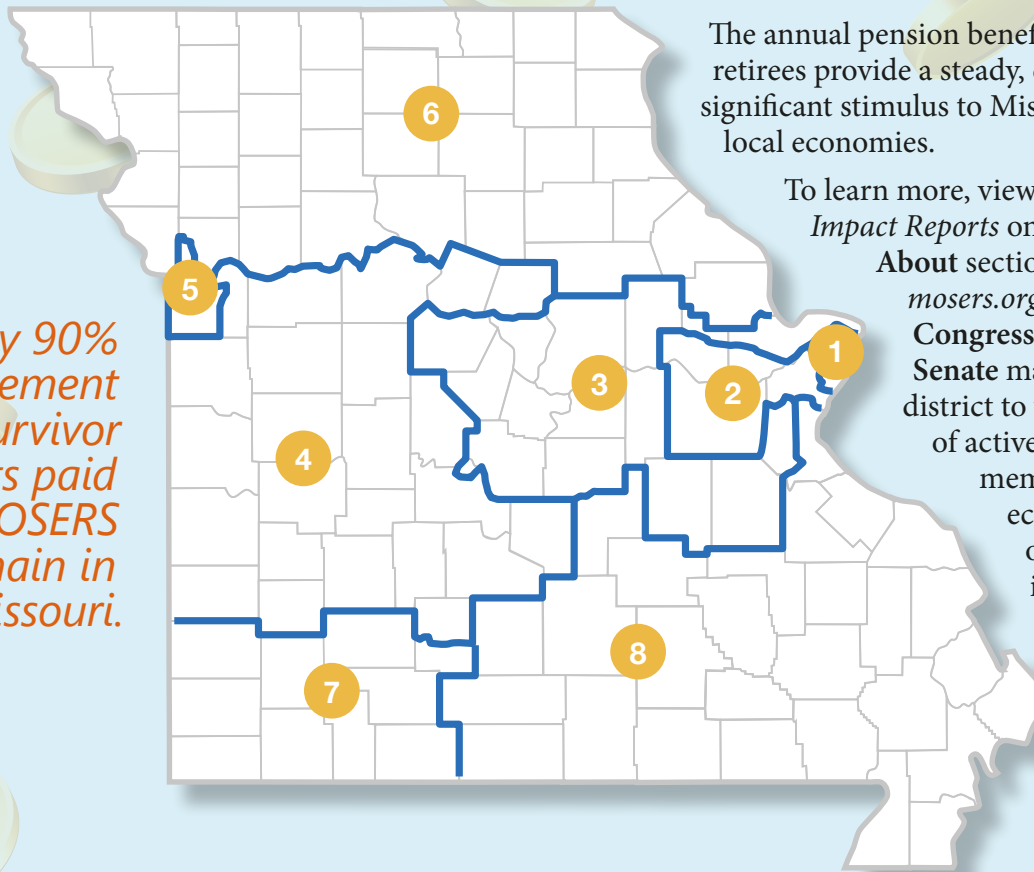
*Together, we can help ensure the ongoing security of your pension and personal information!*

## Pension Payments Have a Significant, Positive Economic Impact

Each year, we share the *Economic Impact Reports* with our members to highlight the consistent, positive economic impact that state employee pay and pensions have in our state and local communities. These reports include a count of members, as well as the total amount of active payroll and benefit payments distributed to active and retired members of MOSERS (or their survivors) by legislative districts.

For the fiscal year ending June 30, 2023, MOSERS distributed more than \$1 billion in total retirement and survivor benefit payments. Most of that money remains in Missouri and goes towards things like basic goods and services in our local communities.

Nearly 90% of retirement and survivor benefits paid by MOSERS remain in Missouri.



The annual pension benefits paid to state retirees provide a steady, continuous, and significant stimulus to Missouri's state and local economies.

To learn more, view the *Economic Impact Reports* online in the **About** section of our website, [mosers.org](https://mosers.org). Click on **Congressional, House, or Senate** maps and find your district to view the number of active and retired members and the economic impact our members have in your area.

CONGRESSIONAL DISTRICT		Active Members		Retirees & Beneficiaries		Totals	
		Count	Annualized Payroll	Count	Annualized Benefits	Count	Payroll + Benefits
1	Bush	2,890	\$ 148,046,778	3,777	\$ 58,148,402	6,667	\$ 206,195,180
2	Wagner	1,355	85,345,909	2,240	43,109,678	3,595	128,455,587
3	Luetkemeyer	10,823	607,406,150	11,640	242,991,884	22,463	850,398,034
4	Alford	6,087	334,526,574	7,253	131,503,919	13,340	466,030,493
5	Cleaver	2,369	125,422,117	3,337	54,946,374	5,706	180,368,491
6	Graves	6,208	330,996,122	6,494	115,695,398	12,702	446,691,520
7	Burlison	4,520	247,095,790	4,808	96,646,742	9,328	343,742,532
8	Smith	7,492	380,496,829	7,017	114,642,307	14,509	495,139,136



## What is the COLA and how does it benefit me?

MOSERS provides annual cost-of-living adjustments (COLAs) to retired members and their surviving beneficiaries.

The purpose of a COLA for any type of pay or retirement benefit is to help you cope with inflation. COLAs allow you to maintain your purchasing power as inflation increases the cost of various items you buy.

**The COLA rate for MOSERS retirees in 2024 is 3.293%.**

### How is the COLA calculated?

The COLA is based on the Consumer Price Index (CPI). Each year, MOSERS compares the average CPI for the calendar year just completed to the average CPI from the prior year to determine the percentage change between the two years.

If you are a retired general state employee, your COLA is based on 80% of the percentage increase in the average CPI from one year to the next. The maximum increase is 5% (minimum 0%).

If you retired under MSEP, and were employed before August 28, 1997, you will receive a minimum 4% COLA until accumulated COLAs reach 65% of your initial base benefit. This is called your COLA cap. After reaching the cap, your COLA will be calculated like other retirees and will range from 0% to 5% each year, depending on the increase in the Consumer Price Index.

### What is the CPI?

The Federal Bureau of Labor Statistics determines the CPI by calculating changes in the prices of consumer goods and services each month. To learn more about the CPI, see the U.S. Bureau of Labor Statistics' answers to Frequently Asked Questions (FAQs) on their website.



## When will I receive my COLA?

You will receive your COLA on the anniversary of your retirement date, with the following exceptions:

- If you converted from MSEP to MSEP 2000 during the conversion window in 2000, we will apply your COLA each July.
- If you elected BackDROP, we will apply your COLA each year on the anniversary of your BackDROP date.
- If you are a retired inactive-vested member of MSEP 2011, we will apply your first COLA on the second anniversary of your retirement (rather than the first anniversary).
- If you are a retired legislator who took office after July 1, 2000, your benefit will be adjusted according to the increase in pay for an active member of the general assembly. No other COLAs will be provided.
- If you are a retired statewide elected official who took office after July 1, 2000, your benefit will be adjusted according to the increase in pay for an active member in that office. No other COLAs will be provided.

Visit the **Retiree** section of our website for more information about COLAs.

## Tips From an Educator

Our educators are an essential resource for our members, and we are fortunate to have them on our team. They offer valuable knowledge and guidance to members regarding their MOSERS benefits and are committed to educating our members through seminars and webinars statewide.



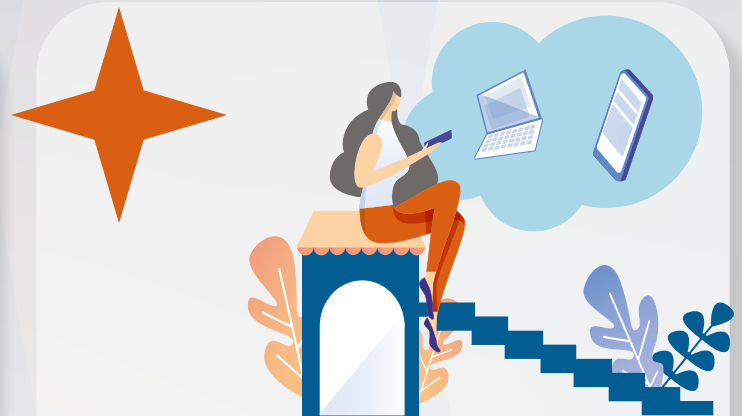
*Meet Lisa Campbell, who started working with MOSERS as a full-time benefit counselor and backup educator before transitioning to a full-time educator role. Lisa currently holds the position of education outreach coordinator and has been educating members for more than seven years. Having worked with retired members, she knows what critical information they need to be aware of.*

*"My experience as a benefit counselor and an educator has allowed me to work closely with our members over the years. I've put together some important things to keep in mind after retirement."*

## Update Your Contact Information

It is important to keep your contact information up to date. If you move out of state, get married, change your name, or close or change bank accounts, what is the likelihood that you will receive your benefit payment in a timely manner? It is crucial to keep your contact information up to date if you want to continue receiving your monthly benefit.

Remember that you must complete a *Direct Deposit Authorization* form for MOSERS to redirect payment to a new bank account. This form is available by logging in to [myMOSERS](https://myMOSERS.org).



## Review & Update Your Beneficiaries

If you have carried life insurance from MOSERS into retirement, it is important to periodically review and update your life insurance beneficiaries to ensure that your wishes are carried out in the event of your death. If a life event occurs in retirement, such as a marriage, divorce, or loss of a family member, please notify MOSERS and update your beneficiary information accordingly.





## Prepare for the Unexpected

I highly recommend that you create a “When I Pass” folder for those taking care of your affairs in the event of your death. This folder should contain important documentation, including phone numbers and policy or account information for your benefit providers and financial institutions, such as MOSERS, MO Deferred Comp, MCHCP, bank accounts, or any life insurance policies you may own. You can find all this information in your *Annual Benefit Statement* from MOSERS in your Document Express online mailbox.

For all retirees, I suggest completing both the *Designation of Agent* and the *Authorization to Release Information* forms. The *Designation of Agent* form allows you to appoint an agent or successor agent to manage your MOSERS benefits if you become incapacitated. If no *Designation of Agent* form is on file, the law will dictate who can make decisions on your behalf. Designating a trusted individual to help manage your MOSERS affairs in advance will make things easier should the need arise.

We treat all member documents and personal information as confidential and will not share it without your approval (except as required by law). If you want us to share or discuss any of your benefit information with anyone else, you must complete and submit the *Authorization to Release Information* form. It can be set to automatically revoke after 90 days or remain in place for your lifetime.



## Be Aware of Benefit Amount Changes

If you are a member of MSEP 2000 or MSEP 2011 and retired under the “Rule of 80/90,” you receive the temporary benefit until age 62. The temporary benefit ends at age 62. Plan ahead for this change in income. MOSERS will notify you anytime the amount of your benefit payment changes due to insurance premiums, taxes, COLAs, or when your temporary benefit ends.



## Are you are considering reemployment options?

Keep in mind that if you return to work for the state of Missouri in a MOSERS or MPERS **benefit-eligible** position, your monthly pension payment will stop. Depending on various factors (your plan, how long you work, etc.), you may or may not earn additional credited service during reemployment. When you return to retirement status, your monthly pension payment will equal the amount you were receiving when you returned to work (minus the temporary benefit if you have aged out), plus any additional benefit you may have earned during reemployment.



PO Box 209  
Jefferson City MO 65102-0209

PRSRT STD  
U.S. Postage  
PAID  
Jefferson City, MO  
Permit No. 327

## RetireeNews Newsletter



## Benefit Payment & Holiday Schedule

**July 4** Independence Day  
**July 31** Payday 💰

**Aug 30** Payday 💰

**Sept 2** Labor Day  
**Sept 30** Payday 💰

**Oct 14** Columbus Day\*  
**Oct 31** Payday 💰

**Nov 11** Veteran's Day  
**Nov 28** Thanksgiving Day  
**Nov 29** Payday 💰

**Dec 25** Christmas Day  
**Dec 31** Payday 💰

### To Schedule an Appointment:

Call (800) 827-1063  
8:00 a.m. - 12:00 p.m.  
1:00 p.m. - 4:30 p.m.

\* MOSERS will be closed on all of the above holidays  
with the exception of Columbus Day.

[www.mosers.org](http://www.mosers.org)